



DEPARTMENT OF  
VETERANS AFFAIRS

## NEWS RELEASE

For further information contact:  
Susan Varcie, Public Affairs  
[Susan.varcie@va.gov](mailto:Susan.varcie@va.gov)  
601-497-9694

**FOR IMMEDIATE RELEASE**

August 28, 2020

***Jackson VA Medical Center surpasses 1,724 video visits in 2020***  
***VA Video Connect visits increase over 1000% nationwide during COVID-19 pandemic***

**JACKSON, MISS.** — The U.S. Department of Veterans Affairs (VA) recently announced that video telehealth appointments to Veterans' homes [increased over 1000%](#), as Veterans increasingly chose virtual care through VA Video Connect during the Covid-19 pandemic. In Jackson, Mississippi, the G.V. (Sonny) Montgomery VA Medical Center conducted 1,571 telehealth appointments in May 2020.

VA Video Connect allows Veterans and their caregivers to meet virtually with their VA care teams on any computer, tablet, or mobile device with an internet connection. As in-person interactions decreased in response to the COVID-19 pandemic, VA Video Connect supported Veterans' abilities to continue care and remain safely at home. Usage of video to home services has been increasing since mid-March with peak usage reaching over 29,000 appointments per day.

The increase at the G.V. (Sonny) Montgomery VA Medical Center represents a 1793% increase from January to May 2020. Other telehealth milestones from the Jackson VA include:

- Visits in January 2020 - 83
- Visits in February 2020 - 70
- Visits in May 2020 – 1,571

VA is also taking strides to bridge the digital divide for Veterans who lack the technology or broadband internet connectivity required to participate in VA telehealth services. At the national level, [VA is working with strategic partners](#), through the [VA Secretary's Center of Strategic Partnerships](#), to increase access to the technology that Veterans need to connect with their VA health care team virtually.

"As we near the three-year anniversary of the launch of VA Video Connect, even during these challenging times, VA has and continues to maintain access to high-quality health care for Veterans," said Dr. David Walker, Medical Center Director. "As the service becomes more popular, VA remains committed to providing a seamless user experience to ensure Veterans have access to care where and when they need it."

Read more about [VA Video Connect](#). For information about VA's telehealth services visit [connectedcare.va.gov](https://connectedcare.va.gov).

###

MEDIA NOTE: To interview a member of the G.V. (Sonny) Montgomery VA Medical Center's Telehealth Service team, contact Susan Varcie, Public Affairs Officer at 601-497-9694.